

## **Quality Assurance Surveillance Plan (QASP) Diagnostic Radiology Professional Services**

**For:** Imaging Division - Diagnostic Radiologist

**Contract Number:** Contract Diagnostic Radiologist

**Contract Description:** Provide licensed and credentialed staff physician to undertake professional and direct patient care responsibilities for inpatient and outpatient Diagnostic Radiologist services in VA Imaging Division, PVAMC.

**Contractor's name:** Diagnostic Radiologist Physician (hereafter referred to as the contractor).

### **Introduction**

As of last year, the VACO Medical Sharing Office is requiring that all new contracts have a QASP. The purpose of the QASP is to provide the Government and contractor with evaluation criteria that determines whether or not the performance standards for a specific contract have been met.

### **Purpose**

It provides a systematic method to evaluate performance for the stated contract. The QASP explains the following:

- What will be monitored?
- How will monitoring take place?
- Who will conduct the monitoring?
- How will monitoring efforts and results will be documented?

This QASP does not detail how the contractor accomplishes the work. Rather, the QASP is created with the premise that the contractor is responsible for management and quality control actions to meet the terms of the contract. It is the Government's responsibility to be objective, fair, and consistent in evaluating performance.

The QASP is a living document and the Government may review and revise it on a regular basis. However, the Government shall coordinate changes with the contractor. Copies of the original QASP and revisions shall be provided to the contractor and Government officials implementing surveillance activities.

## 1. Government Roles and Responsibilities

The following personnel shall oversee and coordinate surveillance activities:

- a. Contracting Officer (CO) – **KerriLynn Beverly** - The CO shall ensure performance of all necessary actions for effective contracting, ensure compliance with the contract terms, and shall safeguard the interests of the United States in the contractual relationship. The CO shall also assure that the contractor receive impartial, fair, and equitable treatment under this contract. The CO is ultimately responsible for the final determination of the adequacy of the contractor's performance.
- b. Contracting Officer's Technical Representative (COTR) - (**Kathryn Fredericks**). The COTR confers with the Imaging Clinical Radiologic Expert (**Dr. Jack Simon, Chief, Imaging Division**) of the contract and together shall ensure proper:

Government surveillance of the contractor's performance.

The designated COTR shall review and document Contractor performance quarterly.

The COTR shall keep a quality assurance file.

The designated COTR give quarterly updates of Contractor performance to Clinical Radiologic Expert.

The COTR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf.

## 2. Contractor Representatives

The following employees of the contractor serve as the contractor's program manager for this contract.

- a. Program Manager - \_\_\_\_\_

## 3. Performance Standards

Performance standards define desired services. The Government performs surveillance to determine if the contractor exceeds, meets or does not meet these standards.

The Performance Requirements Summary Matrix, in the Performance Work Statement (PWS), includes performance standards. The Government shall use these standards to determine contractor performance and shall compare contractor performance to the Acceptable Quality Level (AQL).

#### **4. INCENTIVES**

The Government shall use Exercise of Option Period, past performance, and loss of billable hours as incentives. Incentives shall be based on exceeding, meeting, or not meeting performance standards.

#### **5. METHODS OF QA SURVEILLANCE**

Various methods exist to monitor performance. The COTR shall use the surveillance methods listed below in the administration of this QASP.

- a. **PERIODIC INSPECTION.** (Evaluates outcomes on a periodic basis. Inspections may be scheduled [Daily, Weekly, Monthly, Quarterly, or annually] or unscheduled, as required.) Performance IDs 1 - 9.
- b. **DIRECT OBSERVATION.** (Can be performed periodically or through 100% surveillance.) Performance IDs 1 - 9.
- c. **VALIDATED USER/CUSTOMER COMPLAINTS.** (Identified by patients or staff. Complaints are then investigated and validated.) Performance IDs 7 - 9.
- d. **100% INSPECTION.** (Evaluates all outcomes.) Performance IDs.
- e. **PERIODIC SAMPLING.** (Variations of random sampling. However, sample is only taken when a problem/deficiency is suspected. Sample results are applicable only for the specific work inspected. Since sample is not entirely random, it cannot be applied to total activity performance.) Performance IDs 1 - 6.

#### **6. RATINGS**

Metrics and methods are designed to determine if performance exceeds, meets, or does not meet a given standard and acceptable quality level. A rating scale shall be used to determine a positive, neutral, or negative outcome. The following ratings shall be used:

#### **7. DOCUMENTING PERFORMANCE**

##### **a. ACCEPTABLE PERFORMANCE**

The Government shall document positive performance. Any report may become a part of the supporting documentation for any contractual action.

##### **b. UNACCEPTABLE PERFORMANCE**

When unacceptable performance occurs, the COTR shall inform the contractor. This will normally be in writing unless circumstances necessitate verbal communication. In any case the COTR shall document the discussion and place it in the COTR file.

## Evaluating Factors

Task	ID	PERFORMANCE INDICATORS	PERFORMANCE STANDARDS	ACCEPTABLE QUALITY LEVEL	METHOD OF SURVEILLANCE	INCENTIVE
Credentialing/ Certification	1	Maintenance of certification in Radiology or Diagnostic Radiology by the American Board of Radiology, the American Osteopathic Board of Radiology	Spot checking will prove that certification will never lapse while in VA service.	No Lapses while in VA Service.	Random inspection (auditing), periodic sampling.	
	2	Maintenance of a state medical license to practice	Spot checking will prove maintenance of a state medical license without lapses.	No Lapses while in VA Service.	Random inspection (auditing), periodic sampling.	Exercise of option renewal/Past performance/loss of billable hours
	3	Maintenance of PVAMC mandatory training modules	Full Completion of VHA Privacy, Sexual Harassment, and Cyber Security Training.	All three trainings complete within first two months of employment/contract.	Random Inspection (auditing), periodic sampling.	Exercise of option renewal/Past performance/loss of billable hours
Volume and Productivity	4	Examination RVU Total	Average RVUs will not be less than the minimum standard.	RVU productivity will be $\geq$ average productivity of staff radiologists.	Observation and Random Inspection (auditing) or productivity data monitoring, periodic sampling.	Exercise of option renewal/Past performance/loss of billable hours
Radiology Reporting	5	Routine study report turnaround time	Routine Study turnaround times will be at or above threshold.	95% read < 24 hours	Observation and random inspection (auditing) or Data Monitoring, and periodic sampling.	Exercise of option renewal/Past performance/loss of billable hours
Quality	6	Outcomes	Results of Peer Review of 20 read cases will not exceed threshold.	Major Misread < 1	Peer review, auditing, random inspection, and periodic sampling.	Exercise of option year/contract termination/ Past performance/loss of billable hours
Satisfaction	7	Patient satisfaction	Valid Complaints will not exceed threshold.	<3 valid complaints.	Observation and random inspection as well as validated customer/user complaints.	Exercise of option renewal/Past performance/loss of billable hours
	8	Referring physician satisfaction	Valid Complaints will not exceed threshold.	<3 valid complaints.	Observation and random inspection as well as validated customer/user complaints.	Exercise of option renewal/Past performance/loss of billable hours
	9	Fellow radiologist satisfaction	Valid Complaints will not exceed threshold.	<3 valid complaints.	Observation and random inspection as well as validated customer/user complaints.	Exercise of option renewal/Past performance/loss of billable hours

When the COTR determines formal written communication is required, the COTR shall prepare a Contract Discrepancy Report (CDR), and present it to the contractor's program manager.

The contractor shall acknowledge receipt of the CDR in writing. The CDR will specify if the contractor is required to prepare a corrective action plan to document how the contractor shall correct the unacceptable performance and avoid a recurrence. The CDR will also state how long after receipt the contractor has to present this corrective action plan to the COTR. The Government shall review the contractor's corrective action plan to determine acceptability.

Any CDRs may become a part of the supporting documentation for any contractual action deemed necessary by the CO.

## **8. FREQUENCY OF MEASUREMENT**

### **a. Frequency of Measurement.**

During contract performance, the COTR will periodically analyze whether the negotiated frequency of surveillance is appropriate for the work being performed.

### **b. Frequency of Performance Assessment Meetings.**

**The COTR shall meet with the contractor quarterly to assess performance and shall provide a written assessment.**

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Signature – Contractor Program Manager

  
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Signature – Contracting Officer's Technical Representative